

FORUM

kirtlandcc.forum@kirtland.af.mil, 846-4240



COL. HENRY L. ANDREWS, JR.
377th Air Base Wing commander

Messy restroom

I have been at San-dia/Kirtland AFB for 40-plus years. In all that time I have never observed the deplorable condition of the lobby restroom in the Commissary.

This is a food facility—would cleanliness be out of line? Are the employees so afraid of losing their jobs they can't say anything? Are there inspections anymore?

There are used feminine products lying around the restroom because the receptacle is broken. The person in charge is better suited to cleaning septic tanks.

Thanks for bringing this to our attention. Our goal is to provide clean and sanitary restrooms for our customers. Previously, we were making sanitation checks every two hours. However, to better meet our customers' expecta-

tions, we have increased the frequency of the sanitation checks for the restrooms to every hour.

Our goal is to ensure the restrooms stay clean throughout the day. Of note, the Commissary averages 1,900 customers a day. As you can imagine, the facility does occasionally become untidy between inspections, despite our best efforts.

With the increased attention, though, we believe you and other customers should see a noticeable improvement in the appearance of the restrooms. By the way, we have a replacement for the broken sanitary disposal container on order.

Theft on base

I've already addressed this problem with the Law Enforcement desk and I'm sure they are going to handle it just fine, or as best as they can. But, what I wanted to do is maybe put something in the Forum in regards to integrity and stuff like that.

We moved into this new house in Zia Park and, since we've been here in the past 48 hours, we've had two lawn figurines lifted or stolen from our property.

I just thought that this was something I would never see on base and I just thought that people on base would have more integrity than that.

Now, I don't suspect that it was an active duty member, or anything; I suspect that it is probably a juvenile.

You are absolutely correct—theft is completely unacceptable in any community, but especially a military community. As military members and public servants, we all have a duty to be on the lookout for wrongdoing; and that includes in our housing areas.

Even though Kirtland AFB housing is privatized, it is still a military community located on a military installation.

Parents have responsibility for instilling in their children a respect for the law and for the property of others. Children who violate the law can be evicted from housing and barred from the installation.

As military members, we need to look out for each other, especially during wartime deployments and other absences. Please promptly report all instances of suspected or actual wrongdoing to the Law Enforcement Desk.

Thank you very much for your reminder of Air Force Core Values—*Integrity, Service Before Self, and Excellence in All We Do!*

Discourteous service

I think the people at the Pharmacy are rude and discourteous. They need to go to management school or policy school to learn some manners.

They're really nice people, but they need training. If the Air Force will pay them to go to school the Air Force will gain a thousand assets so they will

be kind and courteous to people. They need to learn how to behave.

The pharmacy staff (military, contract and volunteer) have all attended customer service training. However, if you ever have a problem with a member of the pharmacy staff or any other aspect of care at our clinic, we have a primary and alternate patient advocate, 846-3406, who will help you with your concerns.

Please keep letting us know how we're doing as we serve you and all of TEAM KIRTLAND.

Forum

We want your suggestions and comments concerning Kirtland AFB.

Give base agencies or the chain of command the chance to resolve your concern before calling Forum.

Callers' names won't be printed.

Write: 377 ABW/CC
Forum

2000 Wyoming SE
Kirtland AFB NM 87117

Customer service

Chapel, 846-5691
CE Help Desk, 846-8222
Commissary, 846-9586
Computer help, 846-5926
Energy wasting, 846-4633
Exchange Service, 266-9887
Family Services, 846-0741
Finance, 846-8045, 846-6639
Law Enforcement, 846-7926
Legal Services, 846-4217
Medical Clinic, 846-3406
Services Squadron, 853-7679



Photo by Lisa Gonzales

Motorists, marchers cooperate for safety

One of the more unique hazards to consider on Kirtland AFB is that of marching troop formations, or in some cases, jogging or running formations.

While the troop formations must take certain precautionary measures such as reflective vests and flashlights at night and low light conditions, motor vehicle operators must also realize that the formations also have the right to use the roadways.

As you pass formations, ensure that you provide plenty of room in each direction and slow to 10 mph. If the roadway is too narrow, wait to pass the formation when the roadway widens along the route.

STEP promotion

Col. Eric E. Fiel, 58th Special Operations Wing commander, pins stripes on Tech. Sgt. Michael Czap, 58th Maintenance Squadron, during a stripes for exceptional performers (STEP) promotion ceremony, Sept. 16. While deployed in support of Operation Enduring Freedom, Czap's efforts contributed to the completion of 53 on-time combat sorties totaling more than 300 hours with a 100 percent mission-effectiveness rate.

Telephone books at Family Support Center

Kirtland AFB telephone books are available at the Family Support Center in the Consolidated Support Building 20245.



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Deadlines for advertising

Classified: Tuesday, noon call **892-9400**
 or observerclass@attglobal.net

Display: Friday before 5 pm, call **892-9400**
 or observerads@attglobal.net

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